

DISC Newsletter

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DISC NEWSLETTER

Produced and Edited by:
Doug Quinn/BAS

Sponsored by:
DISC

Contributors This Month:
Cheryl Price
Sara Johnson

Comments & Articles should be directed to:

Doug Quinn,
e-mail:
douglass.quinn@da.state.ks.us

An Information Periodical For DISC Employees

Section Articles

Starting this month we will be presenting articles from two sections within DISC each month. For July the articles are from Disaster Recovery and Office Services within BAS.

Disaster Recovery What's That? by Cheryl Price

It's interesting the kinds of reactions people have when I tell them I work in Disaster Recovery. Most commonly the first question is, "What's that?"

I explain that if some kind of disruption of the computer systems occurred, there is a plan in place to be able to provide those services from an alternate location. Currently the State of Kansas has a contract with a company that provides an equipment ready location for recovery purposes. As it stands right now we would take a few thousand back-up tapes to Chicago or Philadelphia to restore our systems. Our customers would network to the recovery mainframe via a secure encrypted Internet connection.

The next most common question is, "So what do you do when we are not having a disaster?" We plan.

People are comforted knowing that if the landing gear does not work on an airplane, and as a passenger, they are about to land, they know that airport personnel have prepared and will be ready.

Each year we take tapes to Chicago or Philadelphia and

practice the recovery. We work with the agencies to help them develop recovery plans, reviewing which tapes are vaulted off site and making sure that all the necessary ones will be there if and when they are needed.

The next question is, "What kind of disasters do you plan for?" Our plan is for any and all disruptions.

We could never outline all the possibilities of what 'could' happen. There is a company that almost had to shut down because a large percentage of their staff came down with severe food poisoning after eating the potato salad at a company picnic (something one would never plan for). People are key to the services we provide. We have many single sources of knowledge. We could not provide the services DISC provides without our people. It's not only about the computers.

Another question many people ask is, "Who gets to go first? How are you going to tell one agency that their work is not as important as another agencies?" We are thank-full that we do not have to make that decision.

Disaster Recovery continued

Each agency has identified their applications in three levels; critical, significant, and important. Each will begin by restoring their critical applications first, sharing available resources.

I read an article that said working in Disaster Recovery is about saving time. Eight years ago it would have taken DISC personnel weeks to recover from a major disruption. Because of planning, the agencies can begin recovery of their data within hours after we arrive at the recovery center.

So who works in Disaster Recovery in DISC? Actually we all do. Backing-up critical files to the server; Making sure documentation is stored on the servers; Tech's and programmers write recovery programs; Operations personnel transport tapes to and from the vault. Everyone is involved, but Dan Swearingen and Cheryl Price usually get the credit.

Dan has over 35 years of information technology-related and strategic planning experience in various managerial and consulting roles in both the private and public sectors. A graduate of Washburn University, he retired from Burlington Northern Santa Fe as Manager of Business Contingency Planning.

He is currently Business Contingency Planning Director in DISC. He attained certification as Certified Business Contingency Professional (CBCP) in 1993.

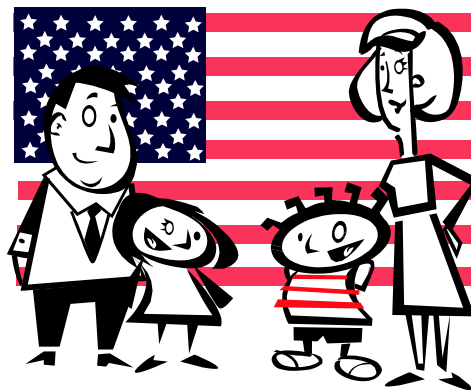
Cheryl has worked in information technology for over 20 years. She attended Washburn University and Allen County



Community College. She was awarded the designation of Certified Business Contingency Professional (CBCP) by the Disaster Recovery Institute International and has been working as a planner since 1998.

Cheryl has led round table discussions, and given several presentations on the recovery of critical data to both State agencies and private companies.

Dan and Cheryl work in the Constant Readiness Center (CRC) in BDAS on the second floor of the Landon State Office Building.



Office Services, Security by Sara Johnson

When the new security locks were installed in the Capitol Area Complex, the Division of Facilities Management took over the monitoring and issuance of key cards. DISC has many areas that have been deemed “secure” areas. These areas require a level one security clearance (DISC SOP #2811.02) before anyone can be granted unrestricted access. Because of this complication, DISC and DFM must work closely together to ensure all of the proper steps have been followed to meet security policies.

BAS Office Services keeps all information for employee’s security access with their employee file. The Deputy Director responsible for the secure areas must approve all requests for access. Sara Johnson and Lisa Brown maintain a database of approved access rights assigned to everyone. When someone needs a new card or a change to his or her access, a request should be submitted to Sara or Lisa. They will generate the appropriate forms for approval and route them to the Division of Facilities Management.

The keyless entry cards are very sensitive and care must be taken to ensure the wires inside are not broken. Sometimes the cards will just stop working without warning or explanation; the following is an example of such a card.



If your card is lost or ceases to work on the sensors, contact Sara or Lisa to request a replacement. You should not go to DFM directly. Sara and Lisa track the active cards and need to know of any change made to your card.

Your badge should be visible at all times while in the Capitol Area Complex. If you should notice someone in your work area that is not wearing a badge and whom you do not recognize, please ask them if you can provide assistance. If you do not feel comfortable approaching them, call Capitol Area Security at 296-1818 and ask them to investigate. You should also contact Sara or Lisa to report the incident. If further action needs to be taken, they will follow-up with the appropriate individuals.

If you have questions about this or anything else, please do not hesitate to contact Sara Johnson or any of the staff of the Office Services unit at any time.

Office Services Staff

(Upper row)
Virginia Fuemmeler,
Charlotte Thompson,
Jean Pierce, Desi Gomez,
Lisa Cameron

(Lower row)
Carol Coats, Lisa Brown,
Sara Johnson





EMPLOYEE INFO

*Happy July
Birthdays to:*



Scott Steves

Doug Quinn

Janelle Burgardt

Bill Kelly

John Lowrey

Virginia Fuemmeler

Pam Shadduck

Cheryl Price

Julie Niehues

John Harper

Larry Caldwell

Jenny Warner

LaTonya Drakes

Terry Howarter

Janice Yokum

Vickie Rogers

Marsha Herman

Doug Walsh

Andrew Dworak

Rita Jackson

NEW LIFE



Stephen James Greenfield
Born: Sunday, July 22, 2003
To
Amy and Kevin Greenfield

***Congratulations
Kevin!***

**Division of Information
Systems and
Communications (DISC)**

Phone: 785-296-4886

Fax: 785-296-1168

Email: douglas.quinn@da.state.ks.us

Meeting Our Customer's Needs

KUDOs

The following comments were received from agencies thanking DISC employees for great work.

Small Agency Support

Thank you for your prompt attention to our request. We greatly appreciate the expert assistance we have received from DISC in facilitating the separation of the Housing Resources Corporation from the Department of Commerce and Housing. Kurt Dubach and his unit have been especially helpful in getting the proper equipment and expertise to set up KHRC's servers.

Installation Services

I am writing to thank you for the installation services of a crew supervised by Dave Willoughby. The crew included Dan Czajkowski, Dwight Tolbert, Frank Scheck, Larry Buckles, Gary Pinger, and Mike Rodecap. This agency has gone from wires hanging like clothes lines from various pipes and staples to a very clean installation enclosed in wire molding. The improvement in look of this old building has been nothing less than phenomenal. The installation was absolutely professional not to mention much faster than I expected.

In addition, thank you for the services of Kurt Dubach. He supplied valuable advice on equipment and installation. He has also been doing the programming of our server. I am pleased that his services were available to a small agency like this one. State Gaming Commission.

Unused Phone Lines

Back in February, one of your employees (Craig Srna) discovered some unused phone lines that had been

disconnected and for which we were still being billed. His alertness saved the Department of Corrections several thousand dollars per year.

KAN-ED Effort

I just want to express my appreciation of Dave Timpany and his crew for all their efforts these past several weeks in association with the KAN-ED project. Dana, Clayton, Justin and Dave have all been instrumental in recognizing problem areas, proposing resolutions and, of course, implementing solutions during this summer's schedule.

I just want them to know their work is greatly appreciated. DISC is doing a great job of working through some difficult circumstances. Please thank Dana, Clayton and Justin for all their help and professional assistance.

***Thanks to each one of
you for your hard work
and dedication!!!***